



Academy Charter

Education and training is integral to both personal job satisfaction and professional development. Luxus believes that every member of the company, from directors in the board room to the individual starting a shift for their first time, has the potential to learn and develop; themselves, their careers and the business.

The company is committed to the concept of lifelong learning to achieve full personal and business potential in a changing global environment whilst enjoying and gaining satisfaction from achievement.

There is no secret to success, but it's the result of hard work, good preparation and learning from failure.

Academy Promise

Lexus is committed to the training and development of Academy members to become more self reliant whilst achieving greater personal satisfaction and adding value to the business. Academy members are committed to seeking continuous improvement by contributing to the overall knowledge of the company by observing, analysing and critiquing every situation to determine whether there is a more effective way of working. Not only is an Academy member a learner, they are also a teacher; working to develop the fundamental understanding and processes involved at Luxus. An Academy member is an ambassador in openly communicating the culture and values of the company.

Company's Commitment to the individual

The company will:-

- **Support** the individual to learn and grow. It will do this by:-
 - Implementing a mutually agreed training and development plan.
 - Assessing and discussing potential career paths within the organisation
 - Providing the time required to learn
 - Challenging the member to do their best
 - Providing a mentor for each member
 - Noncore training for personal development
- **Listen** to the individual, understanding that one size does not necessarily fit all by:-
 - Appreciating that everyone has their own learning styles.
 - Listening to ideas from Academy members
 - Providing a forum for discussions with senior management and each other
 - Encouraging open communications in all areas of the business
- **Promote** a positive atmosphere by:-
 - Rewarding the individual for going beyond the job description
 - Praising success
 - Offering guidance on failure
- **Develop** the individual's skills to benefit themselves and the business by:



- Nurturing talent
- Developing members to achieve their full potential and by so doing secure the future for the company
- **Provide** the individual with experiences throughout the whole company

Member's Commitment to the company

The member will:

- Commit to continuous personal and corporate development whilst promoting a positive culture underpinned by respect for the contribution others make
- **Develop** their skills in order to meet both their own development and that of the company by:
 - Putting what they have learnt into practice for the benefit of the company
 - Providing the best possible service to all customers (both internal and external)
 - Commit the time necessary to reach their full potential, by giving as much time to self development during out of work hours as the Academy member does during work time.
- Maintain a personal file so that they can **Self-reflect** and self critique continuously upon actions to understand how they can:
 - Improve themselves
 - Develop their skills
 - Develop the jobs they undertake
 - Use time effectively and minimise waste
- Take a **Pro-active** approach to problem solving by:
 - Working with others
 - Viewing issues from all angles
- Commit to **Improve culture** by:
 - Being a positive influence on those around them
 - Working as a team player to assist in all areas they are needed
 - Work to promote the company values as outlined in the Luxus Vision Statement



As a member of the Luxus Academy the individual should challenge pre-conceived ideas and not be intimidated by the long standing 'traditions' of Luxus. An academy member must always be looking for ways to improve every aspect of the business.

Throughout their time as Academy members the individual will:

- Spend time in other departments to achieve a broad understanding of the business and appreciate the work done by others
- Have experiences outside of the work environment to broaden their knowledge of the business and the industry as a whole
- Attend courses in subjects that add value to the individual and the company, increasing their potential
- Have an academy mentor to support the individual throughout their time in the company
- Have competent training from all departments that are applicable